



Government Support Services – Contracting
100 Enterprise Place
Suite # 4
Dover, DE 19904-8202

September 21, 2010

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM
NO.: GSS10208-SECURITY_OFF
SECURITY OFFICER SERVICES - UNARMED

ADDENDUM #1

The purpose of this addendum is to answer questions that were submitted.

All documents relating to the current contract can be found at:
<http://gss.omb.delaware.gov/contracting/contracts/208.shtml>

1. Who is/are the incumbent security providers and at what locations?

J. R. Gettier & Associates is the current vendor for this contract. J. R. Gettier & Associates currently provides unarmed security services for all locations listed in the RFP.

2. What is the current hourly billing rate for each location currently being service by the incumbent agency?

The current hourly billing rate for each location currently being serviced by J.R. Gettier & Associates is \$14.15.

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3. What was the original award billing rate for each location and who/what company, was each location awarded to?

The original awarded hourly billing rate for each location was \$14.15 with J.R. Gettier & Associates.

4. What is the current pay wage being paid to each Security Officer at each location?

N/A

5. Pg. 10 J1 – Does the State require the awarded company to provide such coverage to its employees?

No, the State is requiring prospective vendors to provide details on what programs (health insurance, life insurance, and retirement programs) are offered to employees.

6. Pg. 6 D10 & D15 – CPR/First Aid/AED – Is this required prior to the Security Officer being assigned to each location? If no how long after the officer is assigned is this required?

Yes, for the locations that specifically require CPR/First Aid/AED certification, officers will need to have the proper certification prior to being placed at the location and the certification will need to remain current during the placement.

7. Pg 10 L – Is overtime billable when the State requests service and gives less than 72 hours notice? If no when will the State pay overtime? Also will the State pay overtime when it requests last minute service or a specific Security Officer to work/stay past his/her normal shift ending time?

No, advance notice will be given whenever possible; however, the State can not commit to a minimum hour requirement. The hourly rate submitted as the base price to the bid shall be for non-overtime work regardless of the day of the week, or hour of the day the work is to be performed. This same rate shall be used when required by the State to work special hours providing additional security services under the contract. The State shall not be responsible to pay overtime rates made necessary due to the contractor's failure to provide security officers at non-overtime rates. Overtime, which is the responsibility of the State, must be approved by the Agent in advance.

8. Pg 26 B2 – Two-Way Radios. Since there is only one Security Officer assigned per shift per location how many radios are required per location? Who will the Officer be communicating with? Are cellular telephones acceptable instead of two-way radios?

This section states that two two-way radios are to be provided by the Contractor per location. The Officer will be communicating with a member of the Family Visitation Staff. Due to the nature of the services provided at these locations two-way radios are a quicker, more appropriate means of communication than cell phones. In addition, cell phone calls are either dropped, lost or do not have service as some offices are located in the basement.

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9. Pg 59 H. Is the current company/companies providing a payment discount? If yes what is the current payment discount they are offering the State?

The State is currently not receiving a payment discount.

10. Pg 65 5 – Will the billing rates be read aloud as well as the name of company offering its service/rates?

No, only the vendor's name and address will be read at the opening.

11. Pg 94 – Company Profile & Capabilities we are to respond to all questions listed below, but there are no questions listed. Is there going to be an addendum for this section.

Please remove this requirement from your RFP packet. The State has no additional questions aside from the requirements listed in the RFP.

12. Pg 7: Section E. Training: "Upon award of the contract, one instruction period (the length of which shall be determined by the appropriate Agent)" Can you estimate the number of hours of training in this one instruction period?

Due to the varying requirements at each location we cannot estimate the number of hours for the initial instructional period.

13. Pg 9: Section H. Assignment of Security Officers (continued): Paragraph 13: "All prospective employees must clear a security check and submit a Delaware SPII background check and Criminal History Record to agency before they are permitted to work." Security officers must be licensed by the State of Delaware prior to beginning work. Is paragraph 13 referring to the standard licensing process or a separate background check performed by the agency where the officer would be assigned? If this is a separate background investigation, are there any additional costs associated with this process?

A copy of the Security Officer's license, along with any other certification can be attached to the Contract Security Personnel Form.

14. Relief for Breaks: Is the contractor expected to provide relief for bathroom or meal breaks?

Currently the Security Officers take a "working meal break" at their post during down time. They are required to remain on post. Security Officers may excuse themselves as time permits for bathroom breaks.

15. Pg 15: Section D. Daily Routine: Item number 4: "Security officers shall make key hit rounds of facilities." Does the contractor need to provide this equipment (tour system)? If yes, is a system needed for each Courthouse?

"Key hit rounds" refers to certain areas of the building that must be checked periodically during the shift.

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16. Pg 19: SHIFTS: “8:00 AM – 4:30 PM” Does the security officer get a 30 minute unpaid meal break?

Currently the Security Officers take a “working meal break” at their post during down time. They are required to remain on post. Security Officers may excuse themselves as time permits for bathroom breaks.

17. Pg 26: Section B. Duties: Item number 3. “The Contractor will provide two hand held two-way radios for each site.” Since it appears that most sites only have one (1) officers working – Is the other two-way radio used by the Delaware Agency manager in charge of that job site? What type of two-way radio are you using now? Is that system meeting your needs?

Yes, the second radio will be for a member of the Family Visitation Staff. This allows the Guard and Family Visitation Staff to communication with each other. The current radio model is Radius by Motorola and is currently not meeting the needs of the Family Visitation Center, as they are inoperable and obsolete.

18. Pg 46: Duties: Paragraph A, Line 3: “Security Officers will contact the Dispatcher from the station” Is the contractor expected to provide a cell phone for this job site?

Yes, the security officer will need a cell phone to keep in touch with their dispatcher.

19. Current Billing Rates: Can you please provide the current billing rates for the existing contracts?

The current hourly billing rate for each location being serviced by J.R. Gettier & Associates is \$14.15.

20. Organized Labor: Are there any labor agreements currently in place for the security officers? If yes, can we get copies of the agreements?

Any State of Delaware labor agreements cover State of Delaware employees only.

21. Pg 65: Paragraph 5. PUBLIC OPENING OF PROPOSALS: Can you provide the time and place of the public opening?

The bid opening will take place at 1:00P.M., EST on Tuesday, September 28, 2010 at 100 Enterprise Place, Suite 4, Dover, DE 19904. Only the vendor's name and address will be read at the opening.

22. Pg 67: Paragraph C. PROPOSAL EVALUATION COMMITTEE: 6th Bullet Point: “Select more than one vendor pursuant to 29 Del. C 6926.” Do you currently have multiple vendors for this contract? With what security vendors are you currently contracted?

No, the current contract is currently awarded to one vendor; J.R. Gettier & Associates.

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23. Is this a minority or small business set aside?

No, the Security Officer Services – Unarmed contract is not a set aside contract.

24. There are several references to providing criminal background reports on security guards and/or security companies. Since The Delaware State Police require that all guards and companies have a current valid security company and/or guard license would not this license cover the need for a background report?

Yes, a copy of the Security Officer's license, along with any other certification can be attached to the Contract Security Personnel Form.

25. It appears that you can bid all or just on selected sites, is that correct?

Although, the State reserves the right to multi-award it is our intent to award the contract to a single vendor so prospective vendors will want to bid on all locations.

26. Pages 22 through 24 refer to IRS 1075 Publication... since the guard duties would not involve this kind of information how does it apply to this RFP?

The language was added at the request of Child Support Enforcement due to the language being mandated by the IRS for any vendor providing a service/good within the Child Support Office.

27. Page 32: Brandywine Zoo – it appears that the patrols are a walking tour, is that correct?

Yes, patrols are done on foot at the Brandywine Zoo.

28. Page 38: DNREC: How much notice would we get for an event?

Notice can be as little as the business day prior.

29. Page 40: "Old" Family Court Building – what are the functions performed in this building.

Several State agencies have offices within this building ranging from Foster Grandparents to Public Defenders.

30. Page 46: Smyrna Rest Area; Does the guard make a walking tour or is a vehicle necessary?

Patrols are done on foot at the Smyrna Rest Area.

31. Page 54: Del Tech Community College: Is a vehicle required?

Yes, this location does require a vehicle.

32. Appendix B: If you are not a minority firm is it necessary to complete any of this Appendix?

Appendix B is not a requirement for this RFP.

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33. Is there a consent of surety form that needs to be completed and submitted with our response for the 100% performance bond?

No, a consent form is not made a part of this RFP. By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all section of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to existing conditions and limitations. The bond form will be submitted to the awarded vendor with the contract.

All other terms and conditions remain the same.